



Air Force Security Assistance Center



AFSAC

Build International Partner Capabilities in Support of Global Security Objectives

(Unclassified)



U.S. AIR FORCE

Supply Discrepancy Report - Automation (SDR-A)

Email Notifications Tutorial

AFSAC/IARGB Section

5454 Buckner Road

**Wright-Patterson AFB, OH
45433**

March 2011

AFSAC.SDR.CUSTOMER.SERVICE@WPafb.af.mil

"THIS BRIEFING/PRESENTATION/DOCUMENT IS FOR INFORMATION ONLY. NO U.S. GOVERNMENT COMMITMENT TO SELL, LOAN, LEASE, CO-DEVELOP OR CO-PRODUCE DEFENSE ARTICLES OR PROVIDE DEFENSE SERVICES IS



Electronic Notifications to Countries

(Unclassified)



AFSAC

- **Emails are generated to Countries for:**
 - Receipt Acknowledgements
 - Notification of SDR Closure
 - Follow-ups for Additional Info
 - Follow-ups for Materiel/Exhibit Returns
- **Email notifications go to SDR Submitter**
 - If email address is not on SDR Submission, ILCO passes to country email address on file for the SDR Monthly Report
 - Can be FLO, In-country email, or Command Country Manager
 - To update country recipients of SDR emails, send updated address to Air.Force.FMS.SDR.Automation@wpafb.af.mil
- **STARR/PC customers receive status updates when progression code changes**



SDR Receipt Acknowledgement



AFSAC

From: SDR Automation [AIR.FORCE.FMS.SDR.AUTOMATION@WPAFB.AF.MIL]
To: [REDACTED]
Cc: Air.force.sdr.email.backup.logs@wpafb.af.mil
Subject: Receipt Acknowledgment of Supply Discrepancy Report(SDR) **CC-CAS/001-A0001**

Sent: **Day**
MM/DD/YYYY

SDR Report Number: **A0001-CC-CAS/001**

SDR Document Number/Document Suffix: D 0159

This SDR submission was processed by the SDR Automation System on **MM/DD/YYYY**. You may view the status of your SDR by going to AFSAC Online ([HTTPS://AFSAC.WPAFB.AF.MIL](https://AFSAC.WPAFB.AF.MIL)), clicking on the Application Link titled "SUPPLY DISCREPANCY REPORTING(SDR)", and selecting "SDR CUSTOMER QUERY".

You may monitor progress on all of your SDRs via the AFSAC Online "MONTHLY SDR STATUS REPORT", which is also accessible via the AFSAC Online Link specified above.

If you have any questions contact Customer Service using the following e-mail address:
AIR.FORCE.FMS.SDR.AUTOMATION@WPAFB.AF.MIL

Receipt acknowledgement is sent via e-mail to "SDR Submitter and all country email addresses on file" when SDR has successfully processed through ILCO system.



SDR Completion Notification



AFSAC

From: SDR Automation [mailto:AIR.FORCE.FMS.SDR.AUTOMATION@wpafb.af.mil]

Sent: Day, Month DD, YYYY time

To:

Cc: Air Force SDR EMail Backup Logs

Subject: Notification of Supply Discrepancy Report

Completion-CC-CAS-001-A0001

SDR Report Number: A0001-CC-CAS-001

SDR Document Number/Document Suffix: DCC_YDDDH001

An SDR reply is now available for your review/file. The following action activity response codes were input to close this SDR.

105 - Forward material received to address shown. Must use traceable and most economical means available.

101 - Credit authorized

For your convenience, the SDR reply remarks are shown at the end of this email notification.

This SDR will appear on the next Monthly SDR Status Report in the "Completed" portion of the report if no further action is required. If material must be returned to USG custody or a financial adjustment is required, the SDR will remain on the "Open" portion of the Monthly SDR Status Report until all actions are completed. You may monitor progress on all of your SDRs via the Monthly SDR Status Report, which is also accessible via AFSAC Online ([HTTPS://AFSAC.WPAFB.AF.MIL](https://AFSAC.WPAFB.AF.MIL)).

Basic guidelines for processing your replies are as follows:

- If the reply requests your activity provide additional information and/or documentation needed to complete the investigation and/or resolution of the report (e.g., interim adjustment reply code = EI), go to the "Corrected" tab in the SDR Submission Wizard to submit the additional information within 45 days. If additional information is not received within 45 days, SDR will be automatically converted to a denial and completed.
- If the reply requests your activity provide materiel/exhibit return, you must return materiel/exhibit within 180 days and notify AFSAC/IARGB Section (SDR Section) of return via the customer service email below. If materiel return notification is not received within 180 days, SDR will be automatically converted to a denial and completed.
- If the reply is a denial (e.g., adjustment reply code = CD) and you disagree with the decision, you must resubmit or contest the SDR within 45 days. This can be accomplished by going to the "Resubmit" or "Contested" tab in the SDR Submission Wizard. Only one resubmitted or contested SDR is authorized via the automated tool.

Additional information (corrected), resubmitted or contested SDRs must reach the ILCO by DD-MON-YY. For faster processing time, you may utilize the SDR Submission Wizard accessible via AFSAC Online ([HTTPS://AFSAC.WPAFB.AF.MIL](https://AFSAC.WPAFB.AF.MIL)). If billing adjustments were approved, please allow two billing cycles for expected financial adjustments to appear on your quarterly DFAS billing statement.

If you have any questions contact Customer Service using the following email address: AIR.FORCE.FMS.SDR.AUTOMATION@WPAFB.AF.MIL

Remark Date/Time: DD-Mon-YY HH:MM:SS

COUNTRY SHOULD RETURN THE ASSET ACCORDING TO THE FOLLOWING SHIPPING INSTRUCTIONS. SHIP TO ADDRESS, CONDITION CODE F. AFTER MATERIEL HAS BEEN RETURNED TO USG CUSTODY CREDIT WILL BE PROCESSED AND A NEW H-CODE GENERATED.

Notification of SDR Completion is sent via e-mail to "SDR Submitter and all country email addresses on file" when SDR reply closes the SDR.



Follow Up #1 and/or #2 Awaiting Additional Info from Country



AFSAC

From: Air Force FMS SDR Automation [Air.Force.FMS.SDR.Automation@wpafb.af.mil]
Sent: Wednesday, MONTH DD,YYYY
To: HH:SS

Cc: Air Force SDR EMail Backup Logs
Subject: Follow Up (#1 or #2) - Awaiting Additional Information - A0001-CC-CAS/001.

Subject: Follow Up (#1 or #2) Awaiting Additional Information from Country for SDR Review

SDR Report Number: A0001-CC-CAS/001

SDR Document Number/Document Suffix: DCCXXXYDDD1234

The United States Government provided an SDR reply to your activity on DD-MON- . This was transmitted via a "Notification of Supply Discrepancy Report Completion" email to your country's designated email addresses. The SDR reply requested your activity provide "additional information and/or documentation" needed to complete the investigation and/or resolution of the report. You may view the SDR reply details via SDR Customer Query at AFSAC Online.

You must provide this additional information by submitting a corrected SDR by DD-MON- . To do this, use the "Corrected" tab of the SDR Submission Wizard, which is available at AFSAC Online, <https://afsac.wpafb.af.mil>.

The ILCO must receive this data by the above suspense date. Failure to do so will result in the SDR being completed without further action. Your prompt attention to this matter is requested.

If you have questions, contact Customer Service using the following email address:
Air.Force.FMS.SDR.Automation@wpafb.af.mil

Customer has 45 calendar days to provide additional information/documentation.

-- 1st follow-up email generates at 15 calendar days

-- 2nd follow-up email generates at 30 calendar days



Final Notice—Additional Info Not Provided--SDR Completed



AFSAC

From: Air Force FMS SDR Automation [Air.Force.FMS.SDR.Automation@wpafb.af.mil]
Sent: MONTH DD,YYYY
To: HH:SS

Cc: Air Force SDR EMail Backup Logs
Subject: Final Notice-Failure to Provide Additional Information- A0001-CC-CAS/001

Subject: Final Notice-Failure to Provide Additional Information for SDR Review

SDR Report Number: A0001-CC-CAS/001

SDR Document Number/Document Suffix: DCCXXXYDDD1234

The United States Government provided an SDR reply to your activity on DD-MON- . This was transmitted via a "Notification of Supply Discrepancy Report Completion" email to your country's designated email addresses. The SDR reply requested your activity provide "additional information and/or documentation" needed to complete the investigation and/or resolution of the report.

The suspense date to provide the additional information expired on DD-MON- . The additional information/documentation was not provided to pursue the investigation of this claim. Therefore, the SDR is now considered complete.

Billing adjustments, if required, will be accomplished to complete action against this SDR.

If you have questions, contact Customer Service using the following email address:
Air.Force.FMS.SDR.Automation@wpafb.af.mil

SDR is closed automatically when 45 calendar days have passed without receiving additional information.



Follow Up #1 and/or #2 Awaiting Materiel Return



AFSAC

From: ☐ Air Force FMS SDR Automation [Air.Force.FMS.SDR.Automation@wpafb.af.mil]
To: ☐ **Country Addresses Here**
Cc: ☐ Air Force SDR EMail Backup Logs
Subject: **Follow Up (#1 or #2) - Awaiting Materiel Return - A0001-CC-CAS/001.**

MONTH DD,YYYY
HH:SS

Subject: **Follow Up (#1 or #2)** Awaiting Materiel Return

The following discrepant materiel was approved for return to United States Government (USG) custody as a result of processing a Supply Discrepancy Report (SDR).

SDR Report Number: **A0001-CC-CAS/001**

SDR Document Number/Document Suffix: **DCCXXXYDDD1234**

Country Notified: **DD-MON-YYYY**

Materiel Return Suspense Date: **DD-MON-YYYY**

You are authorized 180 days to return discrepant materiel to USG custody. For exhibit returns, timely materiel returns are critical as contractor warranty timeframes take precedence over SDR timeframes. To date, **60 /120 days** have elapsed without evidence being provided to the International Logistics Control Office (ILCO) that materiel has been returned to USG custody. Only **120/60 days** remain for you to return materiel to prevent loss of credit or billing for materiel, whichever is appropriate.

Documentation must be received by the ILCO within **60 /120 days of** this notice or you forfeit the opportunity to return the materiel and obtain any corrective actions that would have resulted. Your prompt attention to this matter is requested. Contact Customer Service at

<mailto:air.force.fms.sdr.automation@wpafb.af.mil>

if you have questions.

Customer has 180 calendar days to return materiel
-- 1st follow-up email generates at 60 calendar days
-- 2nd follow-up email generates when 120 calendar days



Final Notice—Materiel Not Returned SDR Completed



AFSAC

From: Air Force FMS SDR Automation [Air.Force.FMS.SDR.Automation@wpafb.af.mil]
Sent: Monday, MONTH DD,YYYY
To: HH:SS
Cc: Air Force SDR EMail Backup Logs
Subject: Final Notice-Awaiting Materiel Return--SDR Completed- A0001-CC-CAS/001.

Subject: Final Notice--Awaiting Materiel Return--SDR Completed

The following discrepant materiel was approved for return to United States Government (USG) custody as a result of processing a Supply Discrepancy Report (SDR).

SDR Report Number: A0001-CC-CAS/001.

SDR Document Number/Document Suffix: DCCXXXYDDD1234

Country Notified: DD-MON-YYYY

Materiel Return Suspense Date: DD-MON-YYYY

You are authorized 180 days to return discrepant materiel to USG custody. You were notified to return the above discrepant materiel to USG custody by DD-MON-YYYY. No evidence has been provided to the International Logistics Control Office (ILCO) that materiel has been returned to USG custody. Therefore, we must assume that materiel is being retained by country. This SDR is now considered complete. Billing adjustments, if required, will be accomplished to complete action against this SDR. Contact Customer Service at <mailto:air.force.fms.sdr.automation@wpafb.af.mil> if you have questions.

SDR completes automatically when 210 calendar days pass with no materiel return notification.